

Electricity Switching – November 2020

Nearly half a million switch in November

Energy UK's latest electricity switching figures show that 490,460 customers moved to a new supplier last month, just 2.5% fewer than in November 2019.

Nearly 5.5 million customers have switched supplier so far in 2020, down by 6.5% compared to this time last year.

Emma Pinchbeck, Energy UK's chief executive, said:

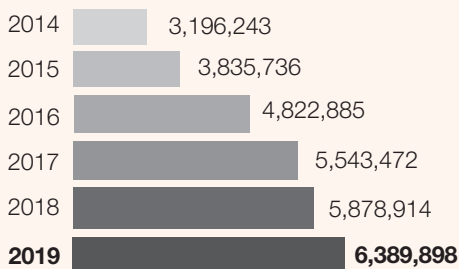
“With the Energy White Paper published this week looking at ways of further increasing customer engagement with their energy use, it's good to see that nearly half a million customers last month actively sought out a good deal. And even in a year where people's attention has understandably been on other issues, nearly 5.5 million customers have switched during 2020.

“With winter here and many of us spending more time indoors due to the ongoing restrictions, it's well worth spending a few minutes to check you're on the best deal - either by contacting your own supplier or shopping around to see what's on offer in a very competitive market.

“I'd also urge everyone who can to consider making their homes more energy efficient, for example by applying for the Green Homes Grants scheme. This is still the best way to help save money on bills in the longer term and reduce our contribution to climate change by cutting emissions from our homes.”

Notes for editors:

- ▶ To see the latest monthly switching stats, please visit [Energy UK's website](#).
- ▶ Check if you qualify for the [Green Homes Grant](#) and apply for the Government's scheme [here](#).
- ▶ The rise in switching figures over last few years has been as follows:

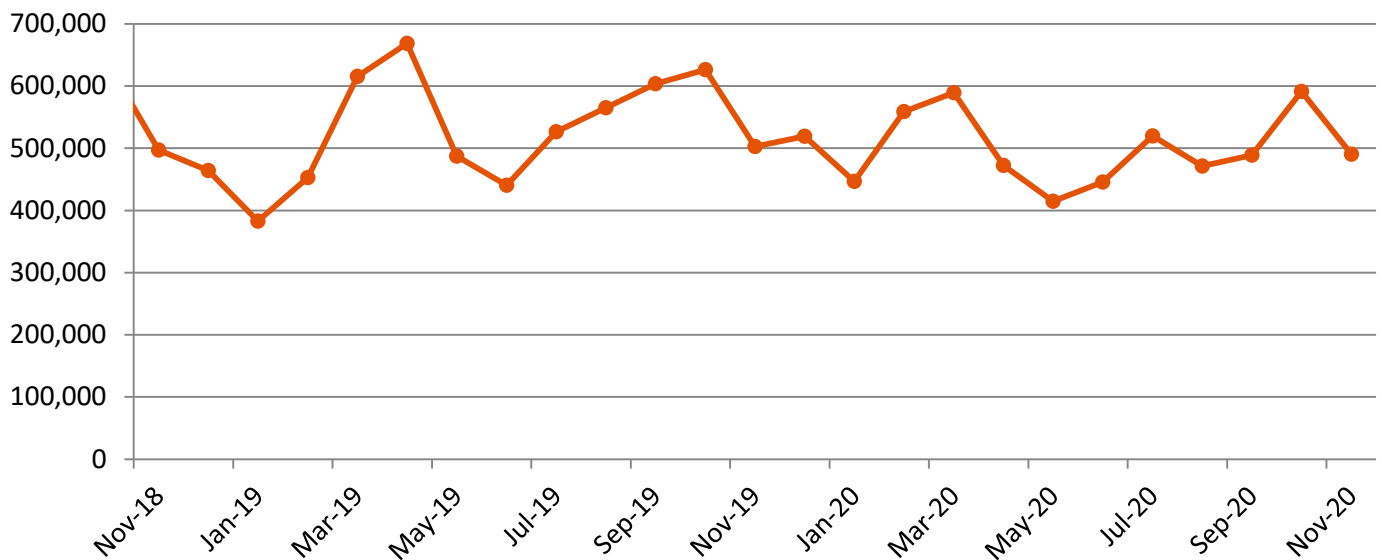


- ▶ Larger suppliers in the market consist of British Gas, EDF Energy, E.ON (including npower), OVO (including domestic business of SSE) and Scottish Power, reflecting the recent mergers. Any switches between the merged parties are considered as internal and are not counted in our switching statistics which only capture external switches. The non-domestic business of SSE is considered a small and mid-tier supplier.
- ▶ The switching data is now supplied by Gemserv (starting from September 2018). Gemserv Limited is the service company contracted by the MRA Service Company (MRASCo) to provide services in support of the MRA including the management of its governance and providing specialised expertise to MRASCo in support of the growing electricity retail market. Historical data up to August 2018 was provided by Electralink.
- ▶ The data referenced in these reports is for electricity only. These figures include both domestic (Profile Classes 1 and 2) & non-domestic customers (Profile Classes 3-8 and 0) but do not include customers transferred to another supplier as a result of the Supplier of Last Resort process (SOLR).
- ▶ These figures do not include internal electricity switching. Such statistics can be found on the [Ofgem website](#).

Change of Supply Event

A 'Change of Supply Event' is the industry term for describing when a domestic or non-domestic customer switches from one supplier to another. The total number of electricity switches in November was 490,460.

Total number of switches

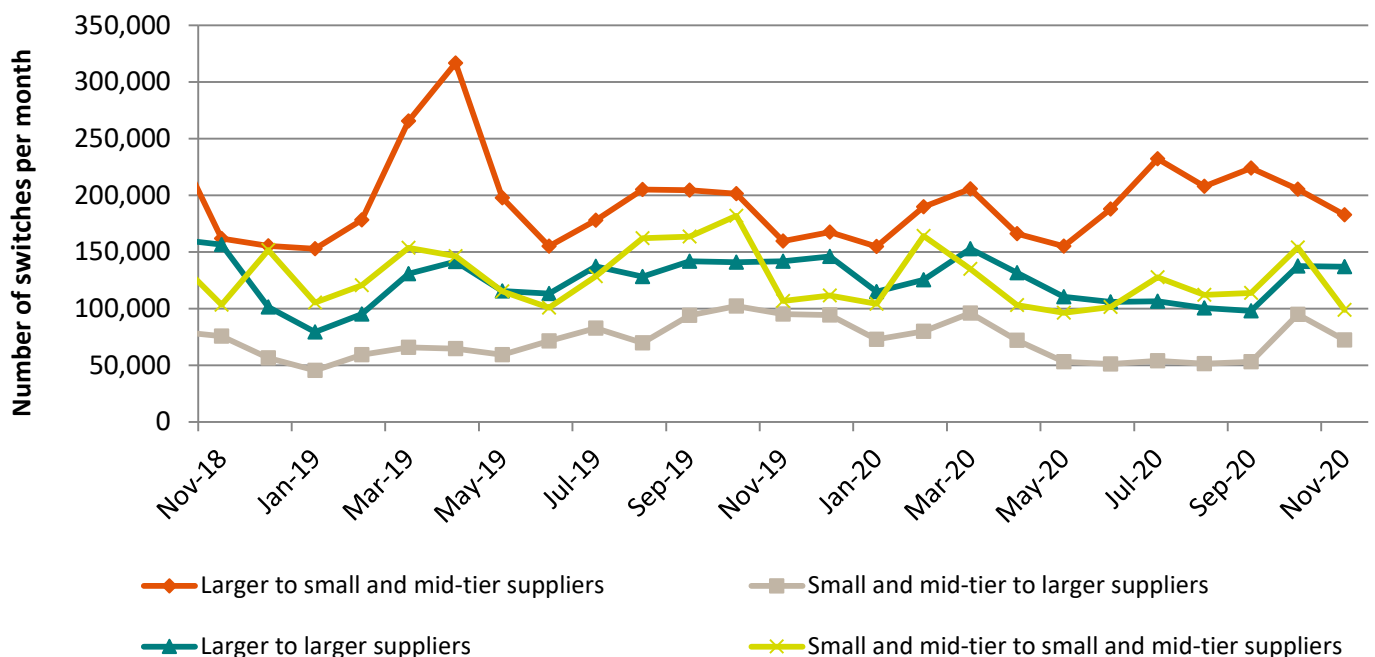


Movement between supplier groups

In November 2020, of all switches:

- ▶ **37%** were from larger to small and mid-tier suppliers
- ▶ **15%** were from small and mid-tier to larger suppliers
- ▶ **28%** were between larger suppliers
- ▶ **20%** were between small and mid-tier suppliers

Movement between small and mid-tier and larger suppliers



Larger suppliers in the market include British Gas, EDF Energy, E.ON (including npower), OVO (including the domestic business of SSE) and Scottish Power. Small and mid-tier suppliers consist of all the other suppliers who are licensed by Ofgem to supply electricity.

Gains by small and mid-tier suppliers

In November the net gain* by small and mid-tier suppliers was 110,456 or 23% of all switches.

*Net gain is the number of switches from larger to small and mid-tier suppliers minus the number of switches from small and mid-tier to larger suppliers.

A breakdown of all switches

Month Year	Larger to small and mid-tier suppliers	Small and mid-tier to larger suppliers	Larger to larger suppliers	Small and mid-tier to small and mid-tier suppliers	Total switches
Nov-20	182,727	72,271	136,768	98,694	490,460
Oct-20	205,207	94,699	137,512	153,738	591,156
Sept-20	224,023	53,140	98,017	113,600	488,780
Aug-20	207,749	51,240	100,462	111,990	471,441
Jul-20	232,013	53,852	106,346	127,489	519,700
Jun-20	187,612	51,026	105,705	101,208	445,551
May-20	154,886	53,136	110,297	96,243	414,562
Apr-20	165,992	72,069	131,416	103,061	472,538
Mar-20	205,549	95,943	152,833	134,972	589,297
Feb-20	189,641	79,968	125,322	163,905	558,836
Jan-20	154,707	72,862	114,999	104,182	446,750
Dec-19	167,443	94,336	146,030	111,534	519,343
Nov-19	159,409	95,084	141,627	106,697	502,817
Oct-19	201,248	102,138	140,949	181,949	626,284
Sept-19	204,344	93,873	141,611	163,572	603,400
Aug-19	204,923	69,640	128,208	162,043	564,814
Jul-19	177,821	82,680	137,129	128,540	526,170
Jun-19	155,058	71,477	113,119	100,669	440,323
May-19	197,623	59,137	115,394	115,077	487,231
Apr-19	316,456	64,492	141,325	146,098	668,371
Mar-19	265,562	65,783	130,683	153,475	615,503
Feb-19	178,176	59,134	95,059	120,608	452,977
Jan-19	152,792	45,383	79,354	105,136	382,655
Dec-18	155,282	56,320	101,229	151,547	464,378
Nov-18	161,754	75,512	156,529	103,255	497,050